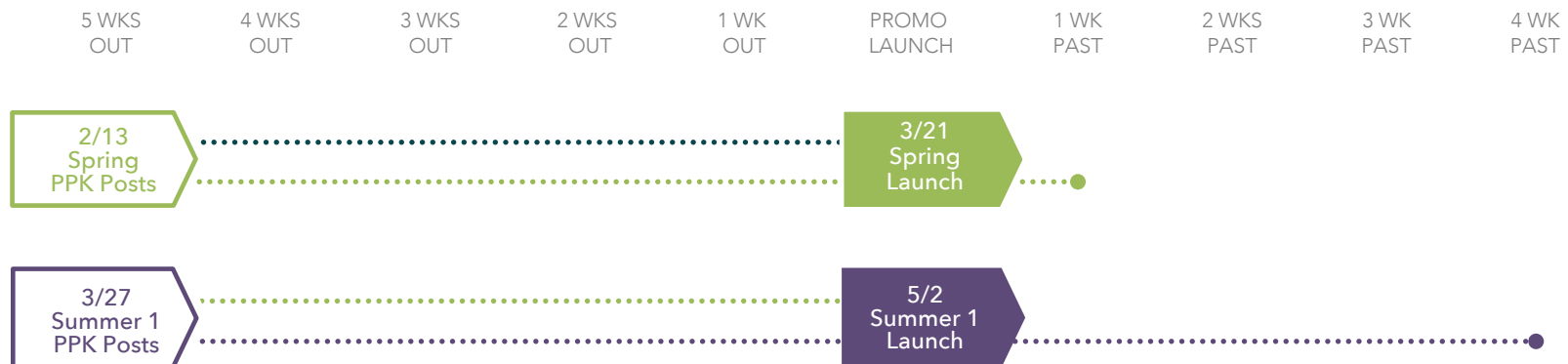




Spring Period Planning Guide

March 21 – May 1



Period Planning Business Commitments

3
pg
FEATURE 1



GROWING WITH MO&P
Updated standards, new tools
and resources to achieve your
personal best

6
pg
FEATURE 2



SPRING READINESS
A new way to love your favourites

Operational Excellence Priorities

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**Business Analysis & Problem Solving**



Continuing our success

Since we first launched MO&P - almost two years ago - this channel has grown steadily and now represents almost 5% of our total transactions!

As more customers take advantage of MO&P, we continue to look for better ways to create the Starbucks Experience for all of our customers by evaluating and evolving the way we approach our MO&P work.

In Spring, you will:

- Evaluate your store's MO&P business
- Introduce NEW! hand-off and connection standards
- Introduce MO&P deployment and station layout standards that are right for your business

Understanding your store's MO&P business

Prior to your Spring district meeting, evaluate your MO&P business:

- Identify your store's MO&P tier
- Select the right MO&P roles to meet mobile order demand



Evaluate your MO&P business

Business information:

- [MO&P Store Tiers](#)
- [MO&P Detail Report](#)

Observation:

- [Observation Guide - Ops Standards & Continuous Improvement](#)

Growing with Mobile Order & Pay* (cont.)

FEATURE 1

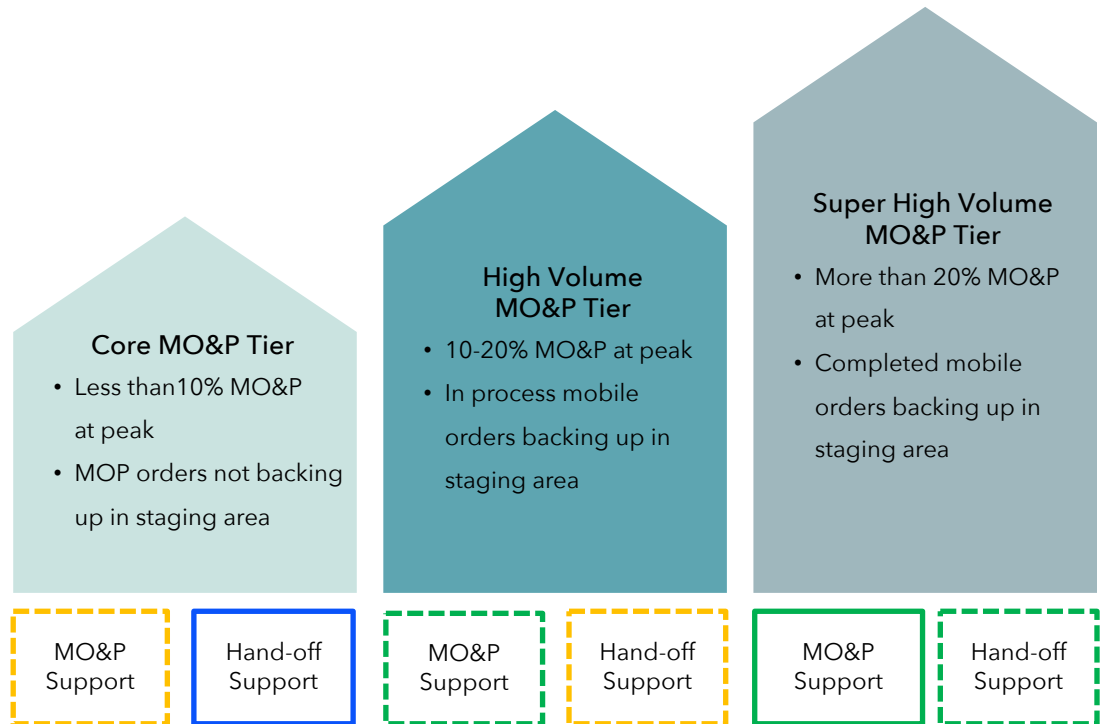
Have a good plan

MO&P volumes can be grouped into three categories, however, no two stores are the same! Knowing where your store fits within these categories provides a starting place for getting to the right MO&P plan.

Based on your tier, determine whether you need to adjust staffing levels and plays to achieve your full potential. Start with the Play Building tool, then layer in your own business analysis and consultation with your DM to determine the right plays for your store.

MO&P Deployment Decision Logic (How to deploy the right partner)

- May need at higher volume ---
- Not applicable ---
- Likely need ---
- Highly recommend ---



The following resources are applicable to all MO&P tier stores:

- NEW! *Station Layout Guide - Mobile Order & Pay*
- NEW! *Working Together - Assigning Mobile Order & Pay Work*
- NEW! *Working Together - Mobile Order Ticket Management*
- UPDATED! *Roles and Routines - Play Caller Role*

Resources for High Volume Stores:

- UPDATED! *Working Together - Roles and Routines - Mobile Order Support*

Resource for Super High Volume Stores:

- NEW! *Working Together - Roles and Routines - Hand-off Support*

*Not applicable in Quebec



Mobile order pick up area

We can improve our customers' mobile order experience by creating a consistent and clearly signed mobile order pick up area.

- Set signage and display in mobile order pick up area consistent with *Siren's Eye*
- Only use Starbucks standard in-store marketing messaging and signage (SBX17-243324 #HC7-GEN02)
- If hand-off is not ideal for mobile order pick up, work with your DM to determine an alternative

Equipment Maintenance



78% of equipment failures can be prevented by routine maintenance.

- In March, you will receive Labeler, Receipt Printer & Card Reader Cleaning Kits (SKU 11067769)
- Your Operation Station cards' QR codes now link to videos to show you how to keep equipment clean and functioning

SM ACTIVITY

Store Manager:

- Prior to your Spring district meeting, analyze your MO&P Store Tiers and MO&P Detail Report
- Prior to conducting Spring training:
 - Adjust plays and personalize Spring training to reflect your store's business, as needed
 - Evaluate your mobile order staging area; adjust as needed using the new Station Layout Guides
- Ongoing, ensure all Barista Trainers are prepared to include your store's MO&P roles & routines during all new partner training



*Not applicable in Quebec

DM ACTIVITY

District Manager:

- Plan to review updated MO&P materials at Spring district meeting
 - Discuss SM discoveries about their MO&P business, including customer experience observations and transaction volume tiers
 - Review new MO&P routines and standards
- During PPV and O&C visits use the [Observation Guide - Ops Standards & Continuous Improvement](#)



With personalization options like Starbucks Blonde® Espresso, hot or iced and dairy alternatives, Spring is a great time for our partners to showcase their barista craft while making every moment right for our customers.



Beverages

Iced Starbucks Blonde® Cinnamon Almond Macchiato & Coconut Mocha Macchiato

- Iced and hot versions of both will be featured
- These beverages use existing core ingredients; plan inventory levels accordingly

Shaken Iced White Tea/Tea Lemonade

- Shelf life: 8 hours ambient (White Tea only)
- Each store will receive three white pitcher lids
- Stores will receive one 3-pack of pumps for launch
- Use a standard CBS pump for Liquid Cane Sugar

Teavana® Lightly Sweet Chai Tea Latte

To prepare your station for Teavana® Lightly Sweet Chai, you will repurpose the Teavana® Oprah Chai pump.

Prepare the pump as follows:

- Replace the current gauging collar with the new Lightly Sweet Chai gauging collar (11072189) and install the new red knob engraved "Lightly Sweet Chai" (11072188)
- Discard all blue knobs

Toasted Coconut Cold Brew

- Use a standard CBS pump for Toasted Coconut syrup
- Coconut Beverage should be stocked at the CBS

Refer to *Now Brewing* for information on all new and featured products. Refer to the *Spring Product Glossary* for detailed item information.



Spring Readiness (cont.)

FEATURE 2



Food

Organic Avocado

- Display in a plexi cube in the chilled case (*Siren's Eye*)
- Like other RTD&E products, your daily food count should include the product stocked in the case

Spinach & Swiss Quiche

Warmed in the tray and served in a pastry bag or on a plate with a knife and fork.

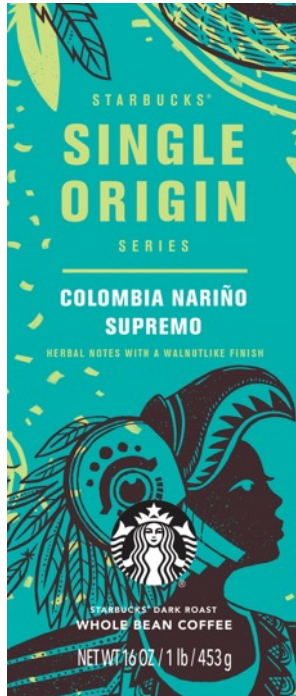


At Home Coffee and Tea

Single Origin Series Colombia

Nariño Supremo (3/28)

This coffee is not part of the Spring Coffee Days Event; store until 3/28.



Sales Driving Events and Offers

Spring Coffee Days (3/21 - 3/27)

- 25% off all At Home Coffee and Tea
- Stores will on average see a 60% lift to consumer demand during this week over an average week in March
- Stores should plan and order accordingly to prepare for this event
- Consider scheduling Coffee Masters or coffee passionate baristas to work on key AHC sales dates for your store

Spring hot cups

Refer to the [Spring Inventory Planning Guide](#).

Featured Limited Time Frappuccino (4/20)

Additional operational details for all Sales Driving Events and Offers will be communicated within *Weekly Updates* and on Partner Hub.



Labour Spring Cleaning

In order to maximize the effectiveness of ALS, and provide the best experience for our partners and customers, consistently review forecasting, scheduling and play execution opportunities. An easy place to start is to look at system maintenance opportunities.

ACTIVITY

Store Manager:

- Perform general maintenance using [ALS maintenance checklist](#)



Core Training Updates

What's new in training?

All core training programs should be accessed through your [Digital Dashboard](#).

The following core training programs have been updated:

Barista Basics

- Barista Basics training plan has been updated
NOTE: Training plan reflects new tea training coming to stores in June 2017
- Product knowledge has been added
- Revised food content and activities cover additional information to set partners up for success:
 - Food knowledge: What makes Starbucks food special
 - Operations: Your role in food inventory activities
 - Customer service expectations: Recommending food based on customer lifestyle, and sampling
 - Tasting recommendations: Using Food Cards to recommend food offerings and beverage pairings

Store Manager Training First 30 (SMT First 30)

- Updated information on:
 - Labour training
 - Taleo training
 - Cash Management training

SMT 180

Store Manager (SMT) 180

SMs who completed the digital *SMT First 30* core training program have reached 180 days in role! By now, SMs should have completed *SMT 90 (Leading Through Our Values and Storytelling)* and are now eligible to participate in the final phase of SM core training: *SMT 180*.

During *SMT 180*, participants will reflect on their progress within each dimension of their SM Approach, connect with their DM, complete a digital course and create a Partner Development Plan (PDP).

DMT 90

District Manager (DMT) 90

As part of core training, DMs reaching 90 days in role will participate in *DMT 90*. This training experience is an opportunity to reflect on their time in role, continue immersion connections and work with their RD to evaluate their current progress and create a PDP.

DMs who've been in role for 90 days will be directed to Partner Hub by their RD to complete *DMT 90 DM Guide: Reflect*

- o More activities will be detailed in your DMT 90 training plan on Partner Hub

ACTIVITY

Store Manager:

This activity is only relevant for new SMs who are eligible to complete *SMT 180*.

- o Visit the SM Training page to begin training by completing *SMT 180 SM Guide: Reflect*
- o Complete additional activities as described

ACTIVITY

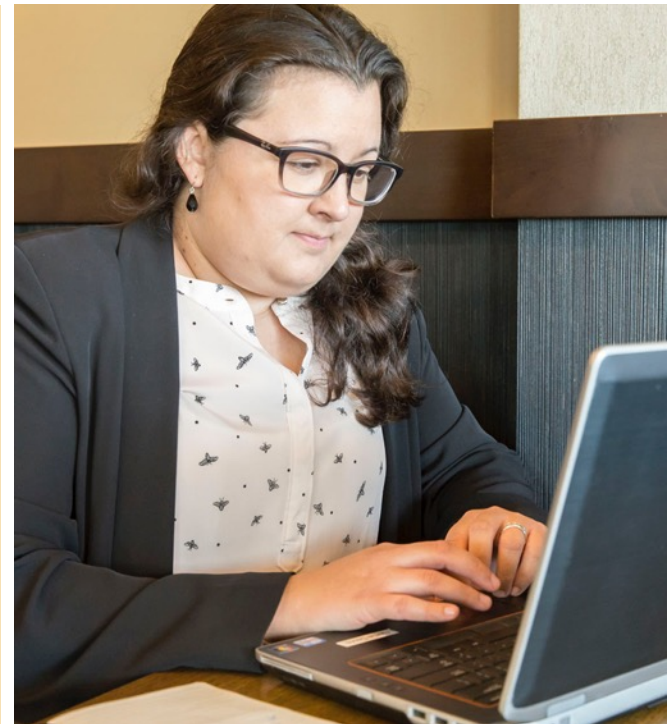
District Manager:

- o The following activity applies to new DMs who are eligible to complete DMT 90.
- o Complete *DMT 90 DM Guide: Reflect* on [Partner Hub](#)
- o During a scheduled connect with your RD, review *DMT 90 DM Guide: Reflect*

ACTIVITY

District Manager:

- o Direct SMs who are at 180 days in role - and who have completed *SMT 90* - to complete *SMT 180 SM Guide: Reflect* and associated activities
- o Prior to connecting with your SM, complete *SMT 180 DM Guide: Reflect and Connect*
- o Schedule time with your SM to discuss your reflections and work on a PDP





Inventory Spring Cleaning

Updated inventory resources

During Holiday, we introduced the *Inventory Planning Quick Reference Guide*. This tool will be updated each period, as needed, to help you plan for marketing-driven impacts to inventory, such as:

- Featured cups and sleeves
- Products featured on the DT menu boards

In Fall, we introduced a new approach to counting inventory. The *Inventory Count Calendar* is now posted on Partner Hub for the remainder of the fiscal year. Please refer to this tool when scheduling and planning for inventory counts.

Getting - and staying - organized

Spring is a great time to 5S and set up for success for our busiest times of year. You don't have to do it all at once; consider using the new approach to inventory counts to set the pace. By applying 5S for the departments you will be counting, you can organize your store in stages and follow up during subsequent counts.

NOTE: You may still have your food case shelving (as pictured on the left) in your back of house from the launch of Elevated Food Case. You can now discard this shelving.

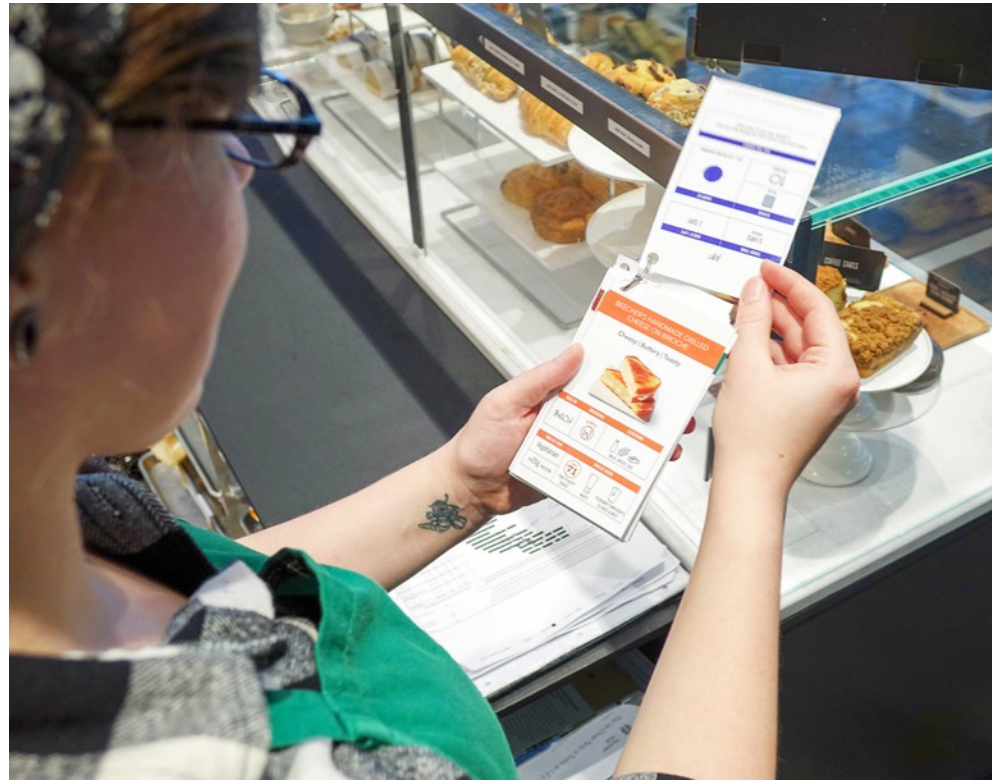
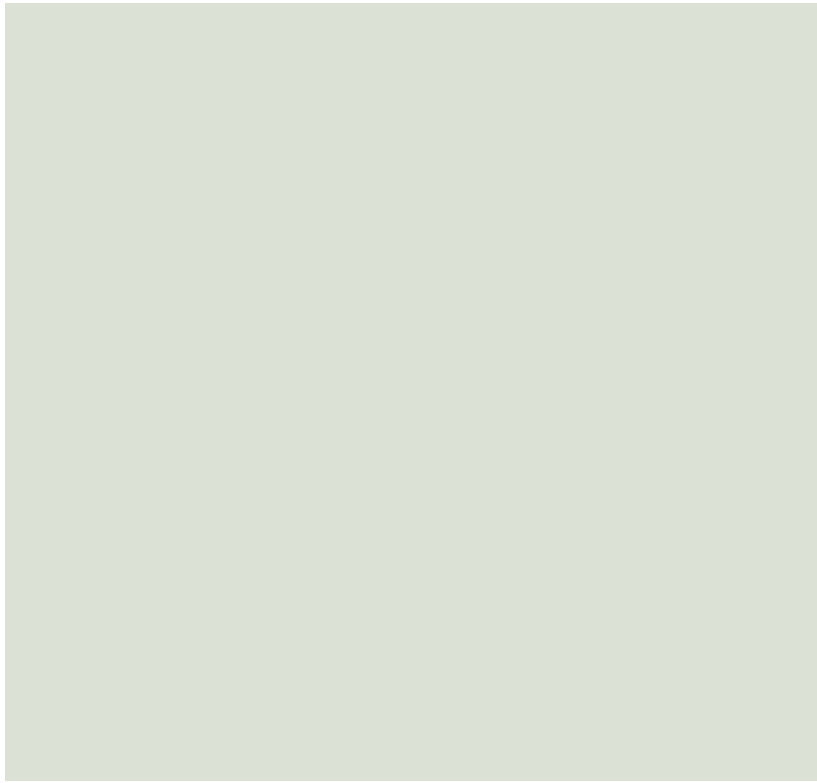
Your Resources

5S information, the *Inventory Health Assessment* and Delivery Readiness tools can be found on the Inventory page of Partner Hub.

ACTIVITY

Store Manager:

- Evaluate your store organization
- Plan to apply 5S to all areas of your store
- Engage shift supervisors in plans to link store organization activities to inventory counts



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Food Cards

Owning our food business

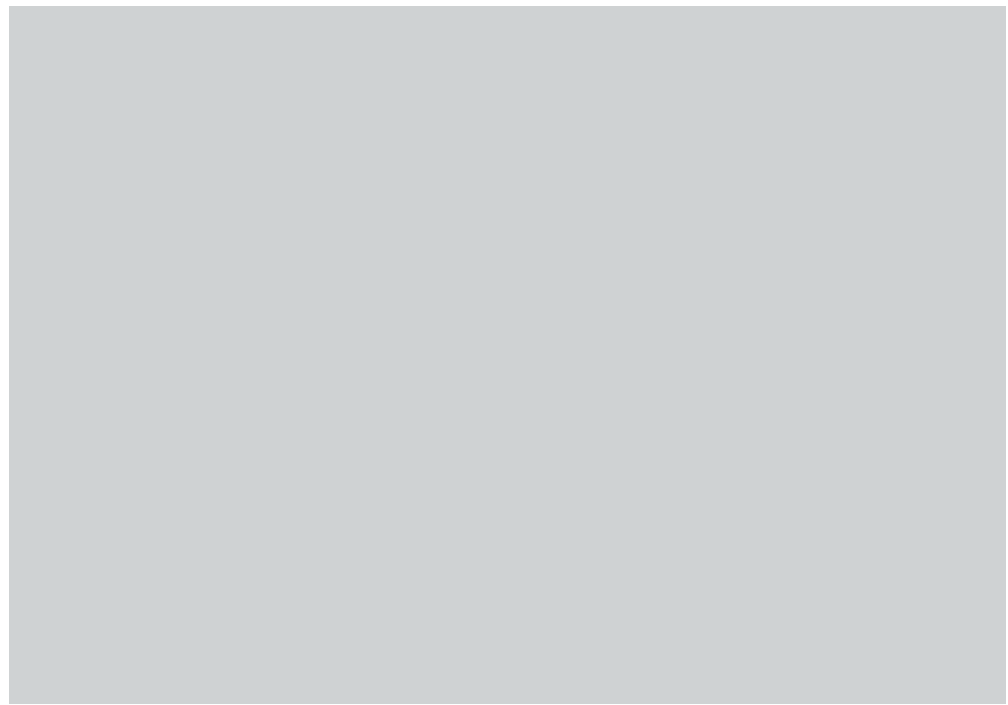
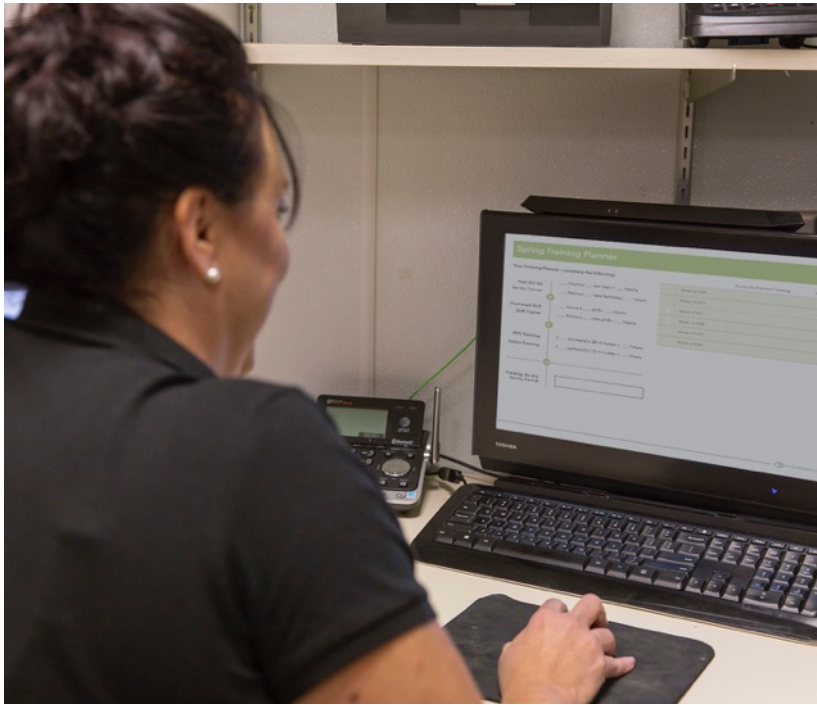
Our new Food Cards will put more of the information our partners need right where they need it. A complete set of Food Cards will arrive prior to Spring launch and will be updated - just like our Beverage Recipe Cards - each period. You may receive cards for items you do not currently carry; Food Cards are not region specific. Food Cards replace the *Food Reference Guide* and will be incorporated into our core training programs.

ACTIVITY

Store Manager:

- Connect with partners and discuss how to use cards to create a consistent experience for our customers
- Place Food Cards at the POS for easy access when engaging with customers





Introducing Your New Training Planner

In this kit you will find a new Training Planner, similar to your Non-Coverage planner, to help you and your DM plan your training labour investment of the period. Each kit will include a Training Planner specific to that period.

The Training planner will provide you with the time needed for known training activities as well as the standard time needed to train new hires and promoted partners. This tool is a guide and managers should partner with their DM to discuss store specific needs. Using the tool in conjunction with a monthly update to the [Availability Assessment](#) will support accurate staffing.





Many Ways #tobeapartner

As an SM, you bring Our Mission and Values to life for each of your partners. Your support can help your partners fulfill their aspirations in their community, their personal life and at work. The following information will help you make it even more awesome.

#tobeapartner

Global Month of Service

Starbucks - and our partners - play an important role in the community. Your leadership can help partners to maximize their impact during GMoS - and throughout the year!

- Support and advocate partner participation in local events
- Connect with your team; identify partners requiring scheduling accommodations to participate in service events
- Visit the [Community site](#) on Partner Hub to learn how to lead a project or sign up for an existing service project - all year long!



PPV Discussion Guide: Spring Planning Period

Learning | Owning | Advising



Staffing & Scheduling

The right partners, in the right place, at the right time, doing the right work

When discussing your **staffing & scheduling** plan, consider:

- Labour Spring Cleaning



Teaching & Training

The right knowledge & skills

When discussing your **teaching & training** plan, consider:

- Spring training and readiness activities
- SMT 180



Sales & Inventory

The right products, in the right place and quantity to grow sales and minimize waste

When discussing your **sales & inventory** plan, consider:

- Inventory Spring Cleaning



Ops Standards & Continuous Improvement

The right systems, used consistently, to deliver the Starbucks Experience and guide improvement

When discussing your **ops standards & continuous improvement** plan, consider:



Prioritizing & Planning

Partners are prepared with plans in place to achieve established goals and space to adapt to the unexpected

How will you adjust your **SM Approach and store plans**?

- Training Planner



Coaching For Performance & Development

Partners have a development plan and managers have meaningful coaching conversations that drive performance

What will be the key focus of your **Performance & Development** Conversations?



Culture & Effective Communication

Partners are inspired to deliver on our Mission & Values and have the information they need to achieve goals

What will you do to keep your team **inspired & informed**?

- GMoS



Business Analysis & Problem Solving

Partners understand how to achieve top priorities and identify problems that are a barrier to excellence

How will you **seize opportunities to drive results**?

- MO&P business analysis and updates

Store specific

Store specific



item:

date:

DM Planning Guide

SPRING



This planning guide replaces the one you received with the Winter Period Planning Kit (PPK); please recycle that version and begin using this one along with SM Weekly Planning Guide to prioritize & plan. Remember to check Partner Hub each day for updates!



Prioritizing & Planning

Check the SM Weekly Planning Guide for activity for the applicable week. SMs consider this information as they forecast and develop store plans.

Refer to the Weekly Update for the most accurate and up-to-date information.

FEBRUARY

HAPPENINGS



This Month

2/13: PPK posts

2/14: Valentine's Day

APRIL

HAPPENINGS



This Month

4/14: Good Friday

4/16: Easter Sunday

4/17: Easter Monday

4/22: Earth Day



Coaching for Performance & Development

Review the SM Weekly Planning Guide for activity happening this week. Look for that activity when you visit stores - encourage and coach partners as needed based on what you observe.

PLAN / DO



Business Analysis & Problem Solving

Review P&L, Scorecard, Customer Experience Report and Customer Contact Trends and Details reports - available on the second Friday of the fiscal month for the previous month.

MARCH

HAPPENINGS



This Month

3/3 - 3/24: Easter hours adjustment window in IMS

3/12: Daylight Savings begins

3/13 - 3/26: POQ Nominations

3/14: National Pi Day

3/17: St. Patrick's Day

3/21 - 3/27: Spring Coffee Days

3/22: Annual Shareholders Meeting



Culture & Effective Communication

Recognize partners and share stories during store visits.



Portfolio Responsibilities

Review Store Operations Assessment during each PPV.

PLAN / DO



Spring Non-Coverage Planner

How to use the Non-Coverage Plan and Calendar

We've simplified the Non-Coverage planner and calendar so you can have more space to plan. Use the Non-Coverage Plan to determine the average number of Non-Coverage hours to schedule per week.

Use the Non-Coverage Plan equation to help you determine the average number of Non-Coverage hours to schedule per week. This will help you effectively plan your store activity for the period while taking into consideration the plans already established by the company and your local leaders.

Your Non-Coverage budget covers activities across three different groups of plans:

Starbucks' Planned Activity	Locally Planned Activity	Store Activity
Time allocated to achieve company goals	Time allocated to achieve local goals	Time allocated to achieve your store goals (tips, admin, deep cleaning, etc.)
Captured on the Non-Coverage Planning Calendar	Talk with your DM about these plans	Your SM Approach should guide this time

Once you know your average Non-Coverage allocation per week, use your SM Approach to determine how to best use your time to accomplish your goals.

Your Non-Coverage Plan - complete the following:

Non-Coverage Budget	78 (13 hours x 6 weeks)
	-
Starbucks Planned Activity	[] hours
	-
Locally Planned Activity	[] hours - Planning Period Visit
	[] hours - Observe & Coach Visit(s)
	[] hours - District Meeting
Discuss this with your DM	[] hours - District Calls
	= [] hours total
	=
SM Pool of Non-Coverage Time	<div></div>
	÷
# weeks in the period	6 weeks
	=
Average Non-Coverage allocation per week	<div></div>



Non-Coverage Planning Calendar – Winter / Spring

NEW! This worksheet has been updated to provide more space to capture weekly local and store activities.

		Starbucks Planned Activity	Locally Planned Activity	Store Activity	
<div>Through 2/28 P&D Conversations (30 min per partner)</div> <div>Follow the Non-Coverage plan from Winter</div>	Spring PPK Posts	Week of 2/13	Winter Refresh (~ 2 hrs) Department Count x 2 (30 minutes, each)		
	WINTER	Week of 2/20	Department Count (1 hour)		
		Week of 2/27	Department Count x 2 (15 minutes, each)		
		Week of 3/6	Department Count x 2 (30 minutes, each)		
		Week of 3/13	Department Count (90 minutes)		
		Week of 3/20	Spring Promotional Set (~8 hours) Department Count x 2 (30 minutes, each)		
	Summer 1 PPK Posts	Week of 3/27	Feature zone and POS fixture updates (~1 hour) Department Count x 2 (1 hour, each)		
	SPRING	Week of 4/3			
		Week of 4/10			
		Week of 4/17	Feature zone and POS fixture updates (~1 hour) Department Count x 2 (30 minutes, each)		
Week of 4/24		Department Count (1 hour)			

Spring Training Planner

How to use the Training Planner

The Training planner will provide you with the time needed for known training activities as well as the standard time needed to train new hires and promoted partners.

This tool is a guide and managers should partner with their DM to discuss store specific needs. Using the tool in conjunction with a monthly update to the Availability Assessment will support accurate staffing.

Your Training Planner covers two different groups of training:

Starbucks Planned Training

Time allocated to training all partners on new programs for the period

Store Training

Time allocated to train new or promoted partners to ensure proper staffing

EXAMPLE

Your Training Planner - complete the following:

New Barista Barista Trainer	$19.5 \text{ hours} \times 2 \text{ baristas} = 39 \text{ hours}$ $12.5 \text{ hours} \times 2 \text{ new baristas} = 25 \text{ hours}$
	+
Promoted Shift Shift Trainer	$21 \text{ hours} \times 1 \text{ shift} = 21 \text{ hours}$ $11 \text{ hours} \times 1 \text{ new shift} = 11 \text{ hours}$
	+
PPK Training Safety Training	$[17 \text{ partners}] \times 30 \text{ minutes} = 8.5 \text{ hours}$ $[17 \text{ partners}] \times 15 \text{ minutes} = 4.25 \text{ hours}$
	=
Training for the Spring Period	108.75

Spring Training Planner

Your Training Planner - complete the following:

New Barista	+	___ hours x ___ baristas = ___ hours
Barista Trainer		___ hours x ___ new baristas = ___ hours
Promoted Shift	+	___ hours x ___ shift = ___ hours
Shift Trainer		___ hours x ___ new shift = ___ hours
PPK Training	=	[___ partners] x 30 minutes = ___ hours
Safety Training		[___ partners] x 15 minutes = ___ hours
Training for the Spring Period		<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

	Starbucks Planned Training	Store Training
SPRING	Week of 3/20	
	Week of 3/27	
	Week of 4/3	
	Week of 4/10	
	Week of 4/17	
	Week of 4/24	

SM Weekly Planning Guide

SPRING

February 20 - February 26

HAPPENINGS

PLAN / DO



Staffing & Scheduling

During planning and forecasting

- Refer to activity for the applicable week
- Check QDS



Teaching & Training

By 3/20: All partners complete Spring Training and readiness activities (30 minutes, charge to training)

By 3/27: All partners to complete digital Safety and Security training (15 minutes, charge to training):

- Internal Theft
- Flying Insects
- Incident Response
- Date Coding



Sales & Inventory

2/20 or 2/21: Department Count
(60 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

NOTE: This count informs replenishment for K-Cup, Via & Verismo® Pods needed to support Spring Coffee Days



Coaching for Performance & Development

Through 2/28: Conduct Performance & Development Conversations for hourly partners

TO DO:

SM Weekly Planning Guide

SPRING

MARCH

February 27 - March 5

HAPPENINGS



This Week

Spring PPK materials arrive hardcopy



Staffing & Scheduling

During planning and forecasting

- Refer to activity for the applicable week
- Check ODS

3/3 - 3/24: Easter hours adjustment window in IMS



Teaching & Training

By 3/20: All partners complete Spring Training and readiness activities (30 minutes, charge to training)

By 3/27: All partners to complete digital Safety and Security training (15 minutes, charge to training):

- Internal Theft
- Flying Insects
- Incident Response
- Date Coding



Sales & Inventory

At close 2/27: Execute feature zone and POS fixture updates (*Siren's Eye*)

2/28: Department Count
(15 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

3/1: Department Count
(15 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details



Coaching for Performance & Development

Through 2/28: Conduct Performance & Development Conversations for hourly partners

TO DO:

SM Weekly Planning Guide

SPRING

March 6 - March 12

HAPPENINGS



This Week

3/10: P&L posts

3/12: Daylight Savings begins

PLAN / DO



Staffing & Scheduling

During planning and forecasting

- Refer to activity for the applicable week
- Check ODS

3/3 - 3/24: Easter hours adjustment window in IMS



Teaching & Training

By 3/20: All partners complete Spring Training and readiness activities (30 minutes, charge to training)

By 3/27: All partners to complete digital Safety and Security training (15 minutes, charge to training):

- Internal Theft
- Flying Insects
- Incident Response
- Date Coding



Sales & Inventory

3/7: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

3/8: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

March 13 – March 19

HAPPENINGS



This Week

3/13: Partner of the Quarter (POQ) nomination period begins

3/14: National Pi Day π

3/17: St. Patrick's Day

PLAN / DO



Staffing & Scheduling

During planning and forecasting

- Refer to activity for the applicable week
- Check ODS

3/3 - 3/24: Easter hours adjustment window in IMS



Teaching & Training

By 3/20: All partners complete Spring Training and readiness activities (30 minutes, charge to training)

By 3/27: All partners to complete digital Safety and Security training (15 minutes, charge to training):

- Internal Theft
- Flying Insects
- Incident Response
- Date Coding



Culture & Effective Communication

By 3/26: Submit POQ information
(www.starbucksPOQ.com)



Sales & Inventory

At close 3/13: Stock Megpies® and display event signage

At close 3/14: Remove π Day signage

3/14 or 3/15: Department Count
(90 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

March 20 – March 26

HAPPENINGS



This Week

3/21: Spring launch

3/21 - 3/27: Spring Coffee Days

3/26: POQ nomination tool closes



Staffing & Scheduling

During planning and forecasting

- Refer to activity for the applicable week
- Check ODS

3/3 - 3/24: Easter hours adjustment window in IMS



Teaching & Training

By 3/20: All partners complete Spring Training and readiness activities (30 minutes, charge to training)

By 3/27: All partners to complete digital Safety and Security training (15 minutes, charge to training):

- Internal Theft
- Flying Insects
- Incident Response
- Date Coding



Culture &
Effective Communication

By 3/26: Submit POQ information
(www.starbucksPOQ.com)



Sales & Inventory

After peak 3/20: Complete Spring set up; use *Promotion Set up Scheduling Tool* to determine specific hours

3/21: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

3/22: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

APRIL

March 27 - April 2

HAPPENINGS



This Week

Last week of Quarter 2, FY17

3/27: Summer 1 Period Planning Kit post to Partner Hub

Through 3/27: Spring Coffee Days

4/1: Global Month of Service (GMoS) kicks off!

PLAN / DO



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS



Sales & Inventory

3/27 post peak: Execute feature zone and POS fixture updates (*Siren's Eye*)

3/28: Department Count
(60 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

3/29: Department Count
(60 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

April 3 – April 9

HAPPENINGS



This Week

4/3: Quarter 3, FY17 begins

PLAN / DO



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS



Teaching & Training

By 5/1: All partners complete Summer 1 readiness activities



Sales & Inventory

4/3: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

4/4: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

April 10 - April 16

HAPPENINGS




 This Week

4/14: Good Friday

4/14: P&L posts

4/16: Easter Sunday



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS

 Teaching & Training

By 5/1: All partners complete Summer 1 readiness activities

SM Weekly Planning Guide

SPRING

April 17 - April 23

HAPPENINGS



This Week

4/17: Easter Monday

4/20: Featured Limited Time Frappuccino

4/22: Earth Day



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS



Teaching & Training

By 5/1: All partners complete Summer 1 readiness activities



Sales & Inventory

4/17 post peak: Execute feature zone and POS fixture updates (*Siren's Eye*)

4/18: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

4/19: Department Count
(30 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

April 24 - April 30

HAPPENINGS

PLAN / DO



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS



Teaching & Training

By 5/1: All partners complete Summer 1 readiness activities



Sales & Inventory

4/25 or 4/26: Department Count
(60 minutes, charge to Non-Coverage)
See Inventory Count Calendar for details

TO DO:

SM Weekly Planning Guide

SPRING

MAY

May 1 – May 7

HAPPENINGS



This Week

5/2: Summer 1 launch

5/5: Cinco de Mayo

PLAN / DO



Staffing & Scheduling

During planning and scheduling

- Refer to activity for the applicable week
- Check ODS



Teaching & Training

By 5/1: All partners complete Summer 1 readiness activities

TO DO:

We're always improving the Period Planning Kit to help you succeed. Let us know what you think by taking a short survey: sbux.co/PPKsurvey



MORE TO COME IN SUMMER 1!